



## GRAIG WEN BOOKING CONDITIONS

Prices are per person per night for bed and breakfast and include VAT. Evening meals made from high quality ingredients from very local suppliers are also available Thurs – Sat and at other times by arrangement.

**Your Booking** - We will confirm your reservation when we receive your deposit (25%). Please check your booking confirmation and tell us of any errors immediately. You must be over 18 to make a booking.

**Payment** - You have 5 days in which to pay your deposit from the date you make your reservation. If money is not received in this time we reserve the right to offer the holiday to other enquirers.

**Cancellation or Changes by YOU** – It is essential that you let us know immediately if you need to cancel your booking. Please telephone us and confirm in writing. We cannot refund deposits for cancellations made 2 weeks or less **before arrival**. If cancellation occurs within a week of your stay then we reserve the right to charge the full amount if we cannot re-let the room. All cancellations incur a 5% handling fee.

We recommend that guests take out their own **travel insurance** to cover this eventuality. We can provide you with further details about travel insurance if you wish.

**Cancellation or Changes by US** - Once we have issued you with a confirmation we will do our very best not to make any changes to your booking or to cancel it. Sometimes though changes do occur before and after bookings have been confirmed, and very occasionally confirmed bookings have to be cancelled. We promise to do all we can to avoid changes and cancellations but must reserve the right to do so.

**Arrival and Departure** - Unless special arrangements have been agreed, the normal earliest arrival time is 4:00pm on the holiday start date and checkout by 11:00am on the departure date unless by special arrangement. Please let us know if you expect to check-in late or are delayed.

**Special Requests** - If you have special requests or needs you are responsible for telling us at the time of booking. If you have a disability that may affect your holiday please tell us before you confirm your booking. We will do our best to accommodate you but will let you know if we are not able to meet your needs.

**Smoking** – No smoking is allowed inside. A smoking area is available outside.

**Pets** – Well behaved pets are allowed. Dogs must be kept on a lead at all times as sheep graze across the site and dogs may get on to the road. Please contact us if you would like to bring more than one pet. Pets must not be allowed on the furniture or beds so please bring appropriate bedding. At no time are pets to be left unattended. Fouling on site and any other mess made must be cleared up. Owners are liable for any damage caused.

**Dissatisfaction** – It makes us happy if you enjoy your holiday. If you have any problems, please let us know so we can try and sort them out while you are here.

